

Overall DO Category Summary Report

Review: QA and District Office Sampling All Offices
Episodes: 10/01/2020 - 09/30/2021

Overall Summary Score: 93				
Overall Number of Cases: 5246				
Category Name	QA Review Elements	Supervisory Sampling Review Elements	Total Category Score	Total Number of Cases
Recommended Decisions	Written Quality Development Decision Accuracy N/A	Customer Service Data Integrity Pre and Post Adjudication Quality Development	90	2711
No Initial Processing	N/A N/A N/A N/A	Customer Service Data Integrity Pre and Post Adjudication Quality Development	96	1211
Remand B and E RD	N/A N/A N/A N/A	Customer Service Data Integrity Pre and Post Adjudication Quality Development	97	384
Reopening Requests (90 Days) B and E RD	N/A N/A N/A N/A	Customer Service Data Integrity Pre and Post Adjudication Quality Development	99	36
Director's Orders (125 days) B and E RD	N/A N/A N/A N/A	Customer Service Data Integrity Pre and Post Adjudication Quality Development	96	117
Medical After FD B and E RD	N/A N/A N/A N/A	Customer Service Data Integrity Pre and Post Adjudication Quality Development	96	727
Withdrawals	N/A N/A N/A N/A	Customer Service Data Integrity Pre and Post Adjudication Quality Development	95	21
Administrative Closures	N/A	Customer Service	94	39

N/A
N/A
N/A

Data Integrity
Pre and Post Adjudication
Quality Development

Overall MBAU Category Summary Report

**Review: QA and MBAU-NDO Sampling
Episodes: 10/01/2020 - 09/30/2021**

All Offices

Overall Summary Score: 90				
Overall Number of Cases: 694				
Category Name	QA Review Elements	Supervisory Sampling Review Elements	Total Category Score	Total Number of Cases
Adjudication of Medical Benefit Authorization Re			90	694
	Written Quality	Referrals for Nurse Consultation		
	Development	Program Integrity Referrals		
	Decision Accuracy	Managment of Authorization		
	N/A	Physician Review		
	N/A	Quality of Written Communication		
	N/A	Customer Service and Team Collaboration		
	N/A	Data and Document Management		

Overall FAB Category Summary Report

**Review: QA and FAB Sampling
Episodes: 10/01/2020 - 09/30/2021**

All Offices

Overall Summary Score: 98				
Overall Number of Cases: 1983				
Category Name	QA Review Elements	Supervisory Sampling Review Elements	Total Category Score	Total Number of Cases
Final Decisions			98	1696
	Written Quality	Decision Quality		
	Development	Data Integrity		
	Decision Accuracy	Hearings		
Remands			98	152
	N/A	Remand Order Quality		
	N/A	Data Integrity		
Reconsiderations			98	135
	N/A	Decision Quality		
	N/A	Data Integrity		